

CITY OF TUALATIN

Classification Description

Job Title: Community Services Director
Department: Community Services
Reports To: City Manager
FLSA Status: Exempt

SUMMARY: Manages the City's Community Services Department including Administration, Library and Recreation Divisions. Plans, organizes and provides direction and leadership to the department. Major functions of the Department include: park planning, development and public use; library services; recreation and senior services; public art; volunteerism; and policy development and public involvement with the City's urban forestry program. Advises City Manager, City Council and citizen boards and committees on community services matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Directs development and implementation of Department goals and objectives;

Provides leadership, supervises and develops capabilities of employees; Directs, oversees and participates in the preparation of the Department's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Directs preparation and management of capital and operating budgets, including grant writing and administration, monitoring and approving revenues and expenditures;

Directs preparation of long and short-range planning and feasibility studies, funding methods, land acquisition, and development of facilities and areas to support current and future Department services through staff, consultants, contractors, and extensive public outreach activities;

Advises City Manager and Council and directs other staff or provides leadership and technical assistance to various citizen advisory committees and other public outreach initiatives;

Coordinates with other departments and facilitates collaboration with public agencies, businesses, non-profit organizations, community and stakeholder groups;

Oversees, monitors, and participates in comprehensive evaluation and continuous improvement of service delivery. Develops or directs preparation of policies and procedures for use of facilities and services managed by Department;

Directs marketing and public relations approaches and interventions; responds and resolves difficult citizen inquiries and complaints.

Prepares complex public and administrative reports and written correspondence to City Manager, City Council and others. Makes public presentations before commissions, boards, and civic and professional groups and organizations regarding community services;

SUPERVISORY RESPONSIBILITIES: Directly supervises mid-level management and administrative staff positions in the Community Services department. Oversees work of outside consultants.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Leadership - Effectively influences actions and opinions of others.

Ethics - Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Inspires respect and trust; Recognizes and deals with political issues and topics.

Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality. Ensures that services and programs are operated, and capital improvement projects are constructed, in compliance with Best Management Practices, local, state, and federal guidelines, rules, and laws.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Innovation - Displays original thinking and creativity; Develops innovative approaches and ideas.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge & Ability: Knowledge of: organization and management practices as applied to the development, implementation and evaluation of programs, policies and operational needs; modern and complex principals and practices of community services and administration; Oregon land use laws and procedures, Federal, State and local laws, codes and regulations; principals and practices of organization, administration and human resources management; principals and practices of budgeting, grant preparation and fiscal administration; principals of supervision, training and performance evaluation; planning and development of public facilities, library science, youth development, recreation, aging, public arts, urban forestry, and volunteerism principals and practices.

Ability to analyze problems, identify alternate solutions and consequences of proposed actions. Implement recommendations in support of goals. Effectively administer a variety of community services activities. Prepare and administer grants and budgets. Apply Federal, State and local policies, procedures, laws and regulations. Ability to ably represent the City at a regional and statewide level. Ability to establish and maintain cooperative working relationships with private, non-profit, and public stakeholders.

Language Skills: Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or City Council.

Mathematical Skills: Ability to work with quantitative analysis and mathematical concepts such as probability and statistical inference, and to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Conceptual understanding of plane and solid geometry and trigonometry.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret the concepts of an extensive variety of technical issues and/or instructions and deal with several abstract and concrete variables.

Computer Skills: To perform this job successfully, an individual should be able to operate a personal computer and have knowledge of Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations: A valid Oregon Driver's license.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

EDUCATION and/or EXPERIENCE: A Bachelor's Degree from an accredited university or college in Public Administration or closely related field, and five years of responsible administration and management experience in the field of parks, recreation, community services and/or library science required.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.